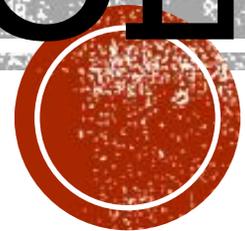


HEDS STAFF SURVEY RESULTS LAFAYETTE COLLEGE

Presented by Administrative Council

March 12, 2021



SURVEY INFORMATION

HEDS: Higher Education Data Sharing Consortium
Lafayette is a member

- Lafayette completed the student survey in the spring and the fall
- Staff completed the staff survey in Fall 2020

Survey ended and results were compiled by HEDS

- December 2020

Other Colleges/Universities took survey as well

- 24 Comparison schools
- 5,356 respondents



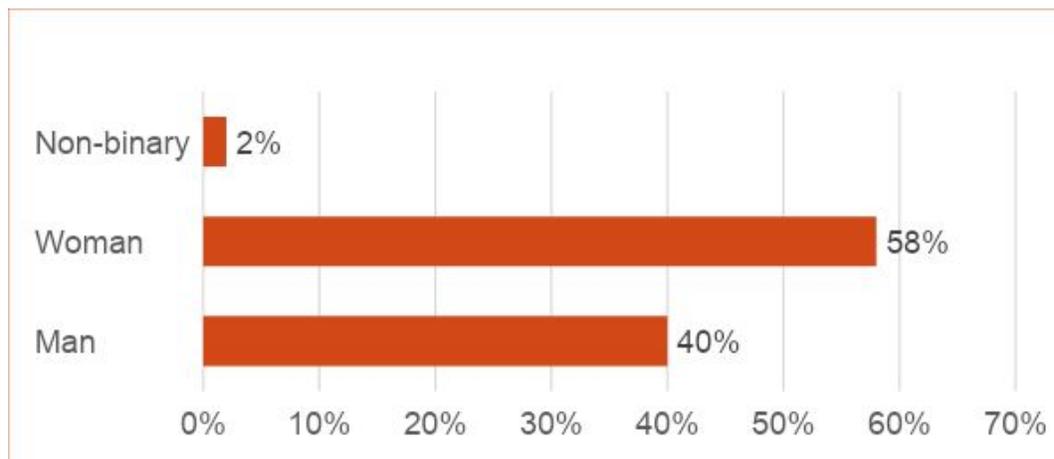
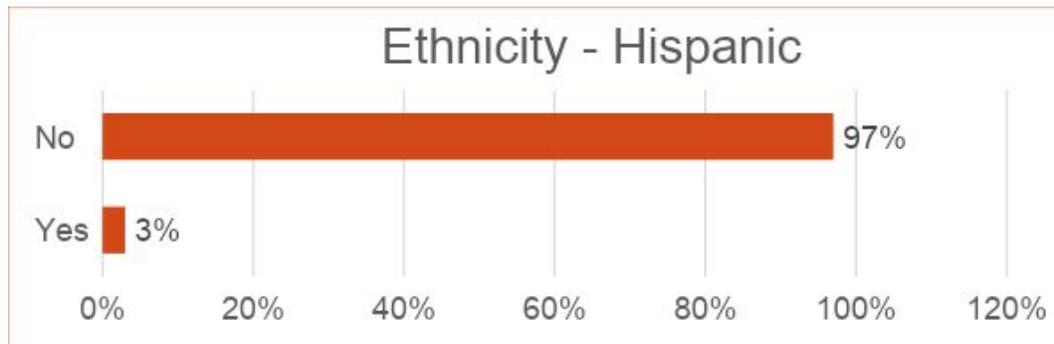
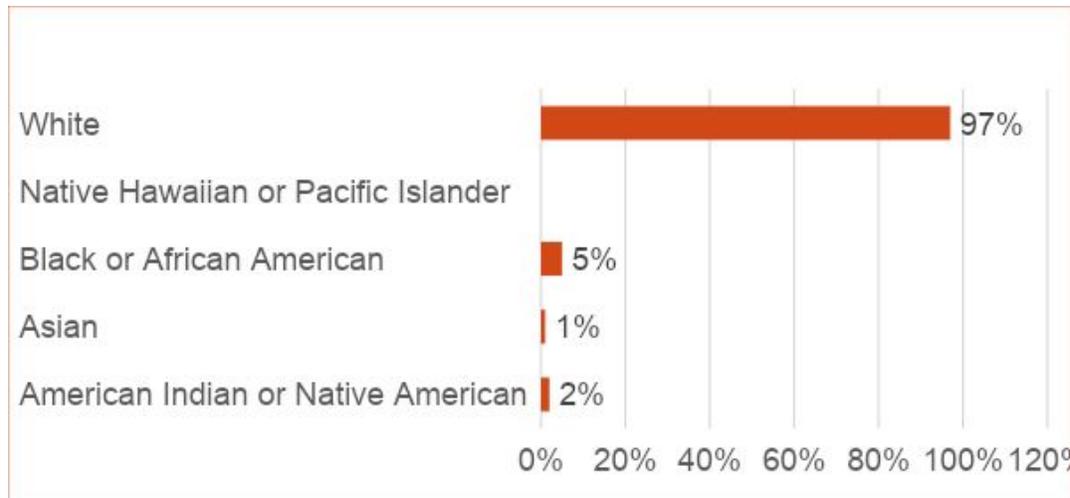
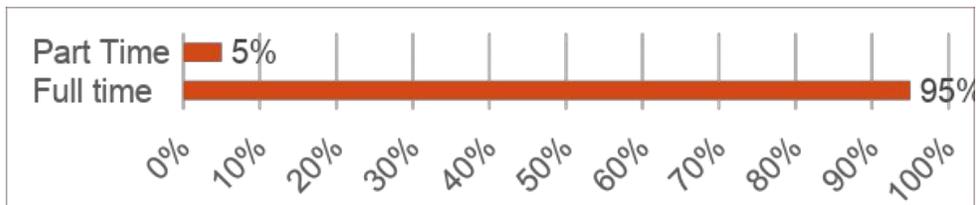
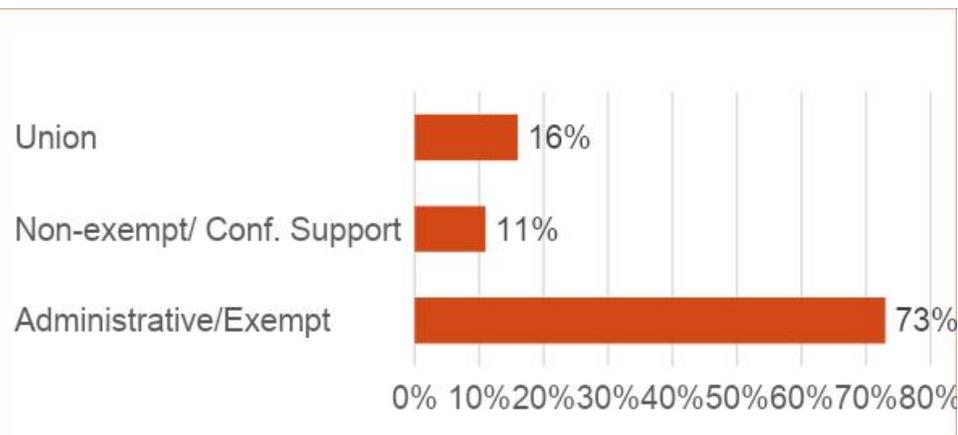
CONTENT OF SURVEY

- Work location
- Condition working off campus and video conferencing
- Institutional Response
- Control over work
- Stress
- Fatigue
- Support
- Communication
- Connection



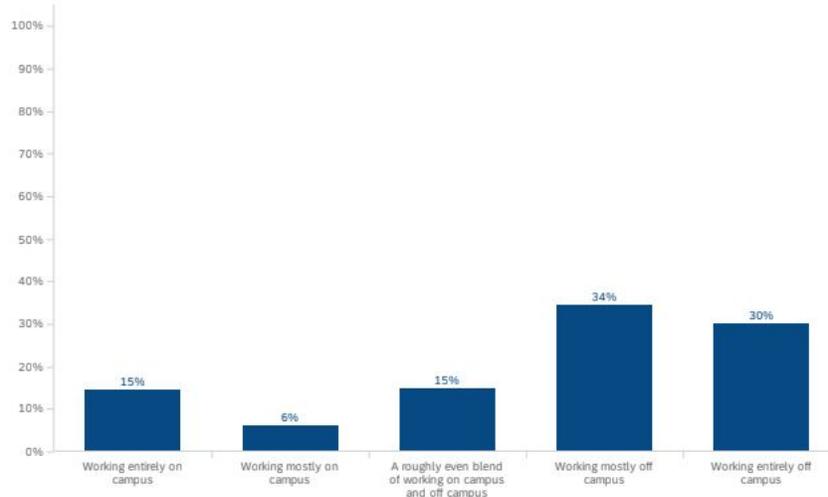
RESPONDENTS

- 278 staff members responded – 49% of total staff
- Advertised in Lafayette Today with one reminder



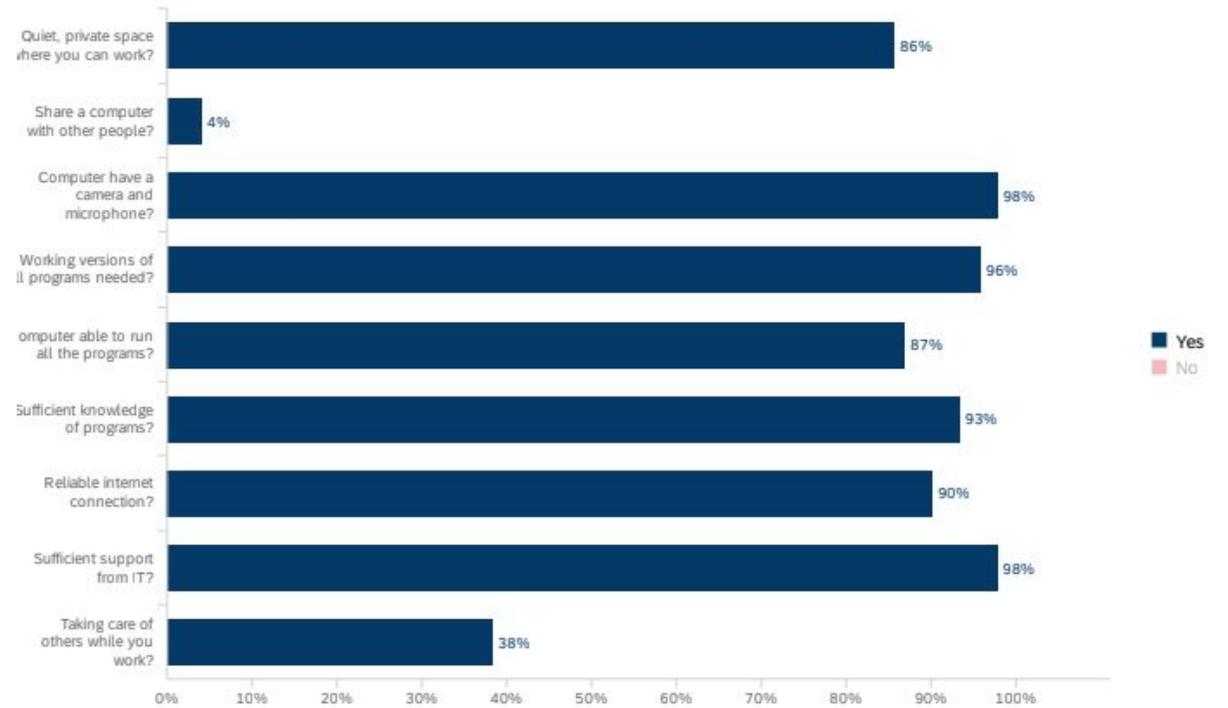
Work location

What best describes where you are working this term?



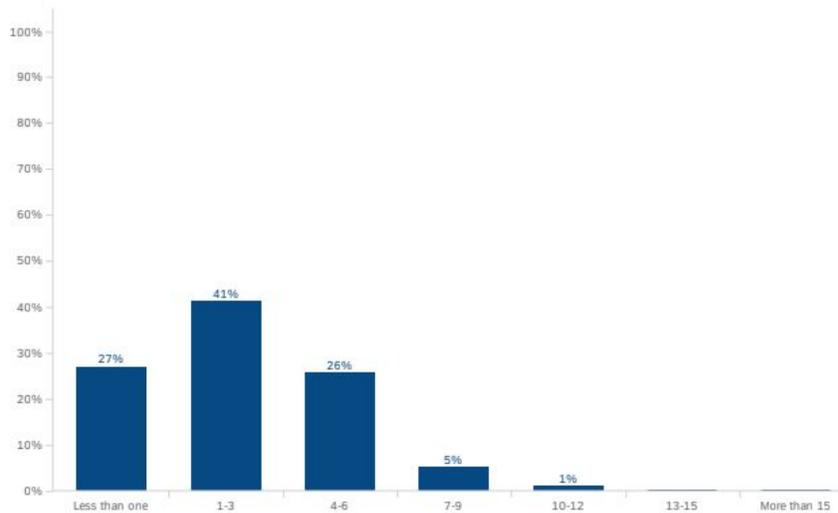
Staff spending some time working off campus — environment

Please answer the following questions about your off-campus work environment.



Video conferencing

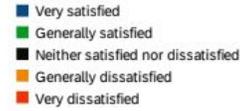
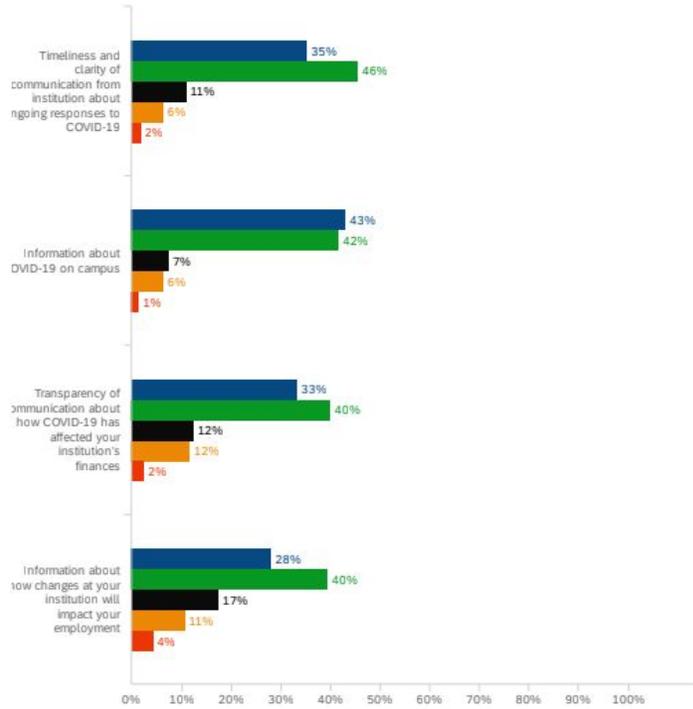
On average, how many hours a day do you spend on video conferencing software, such as Zoom or Microsoft Teams, for work-related activities (e.g., attending meetings, collaborating with colleagues, meeting with students, teaching classes)?



**WORK LOCATION
ENVIRONMENT
VIDEO
CONFERENCING**

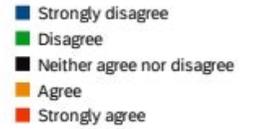
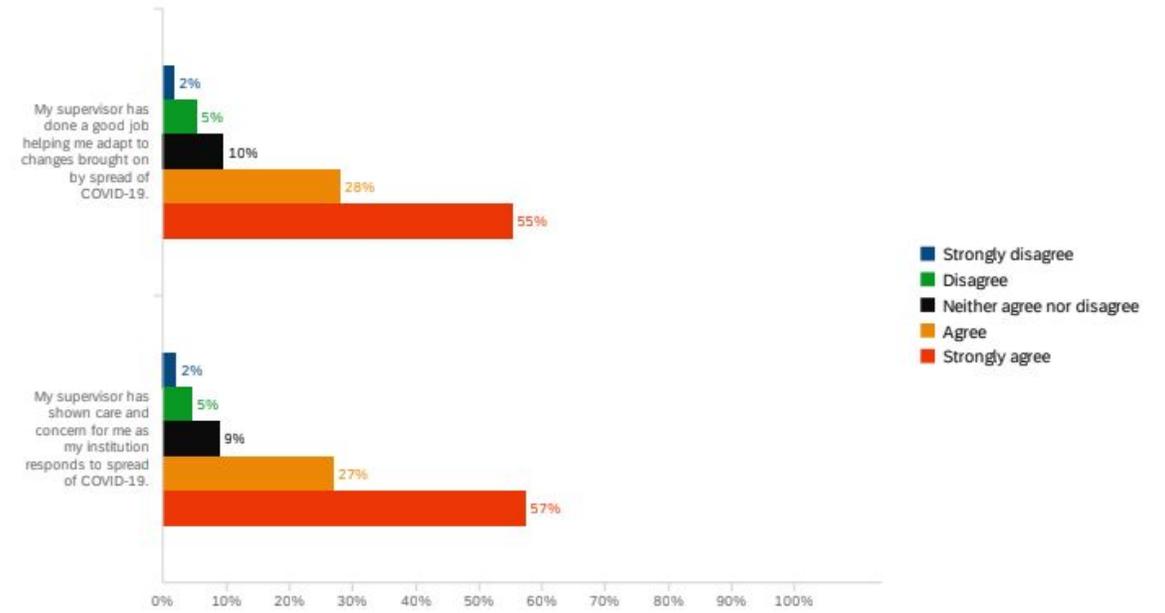
Communication from institution

Please indicate your level of satisfaction with your institution about the following:

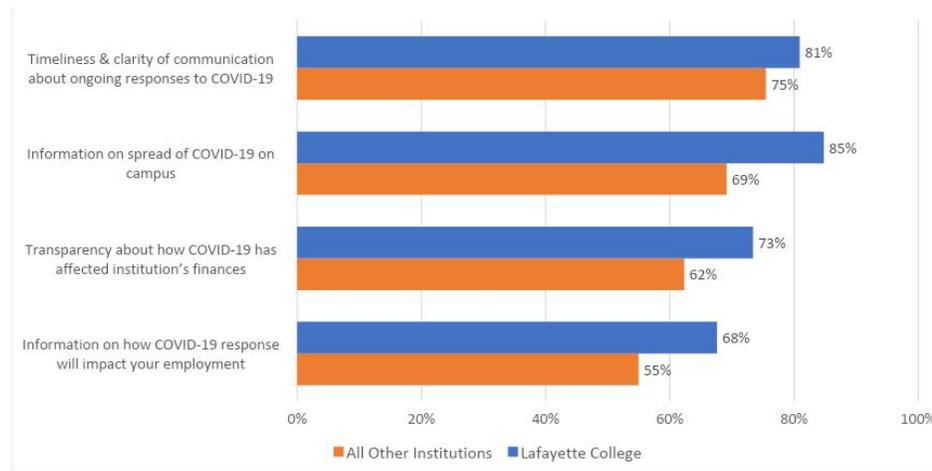


Supervisors

Please indicate your level of agreement with the following statements about your supervisor.

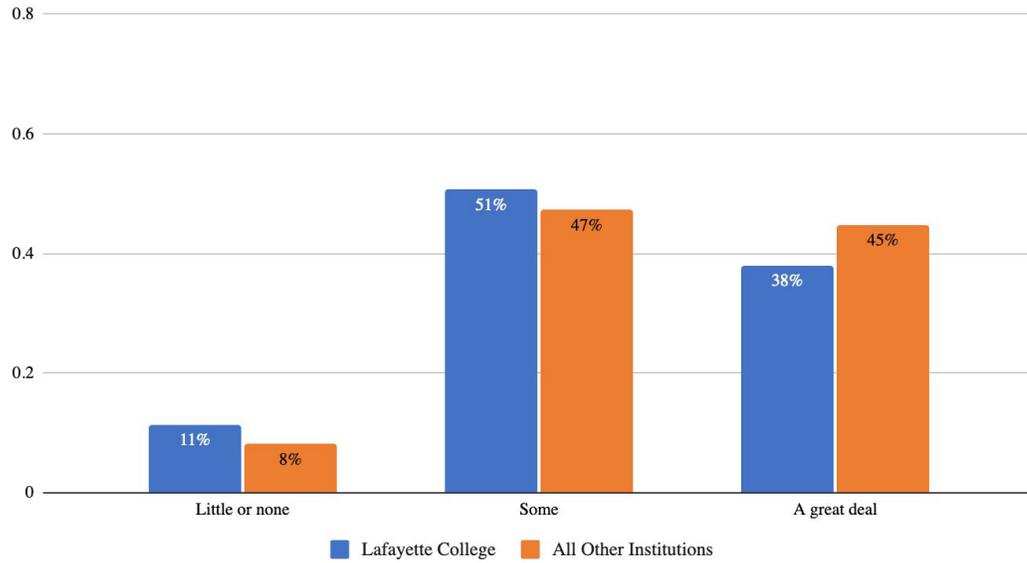


All Staff: % Generally/Very Satisfied

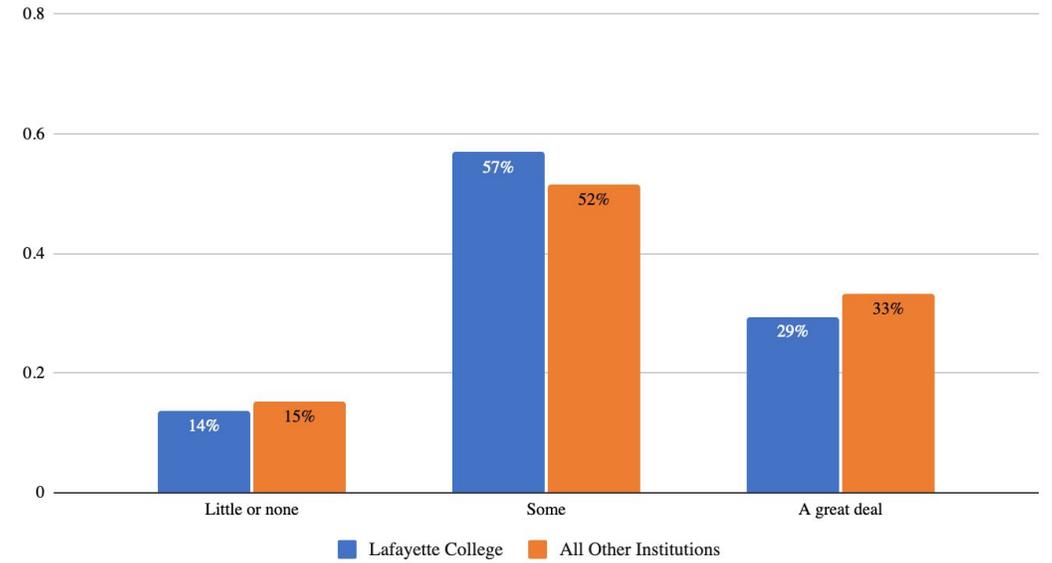


**INSTITUTIONAL
RESPONSE
SUPPORT**

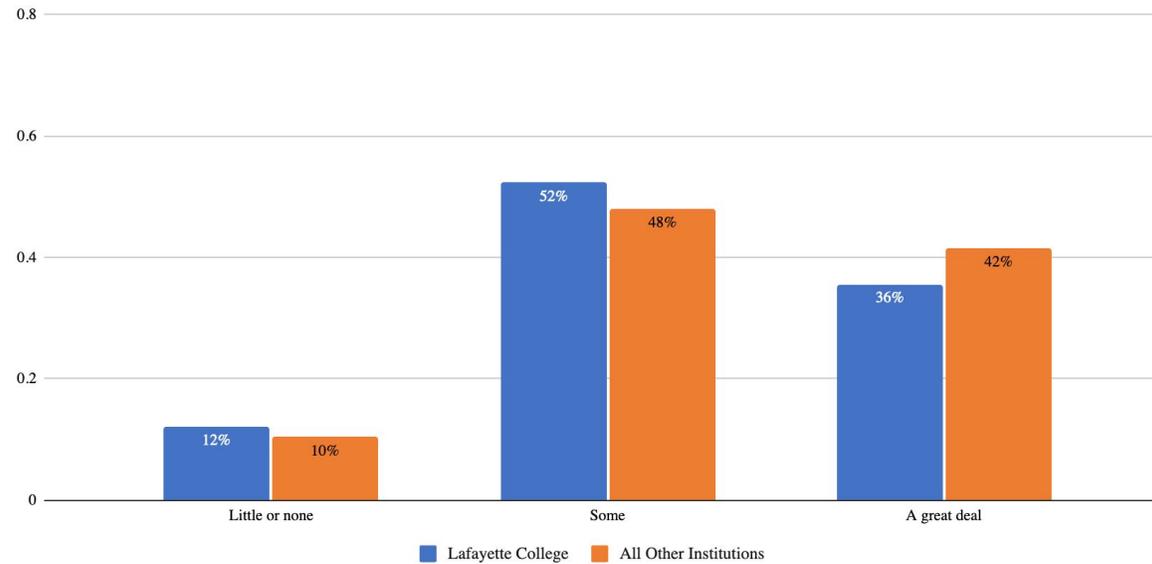
Women on Staff: How much stress are you feeling?



Men on Staff: How much stress are you feeling?



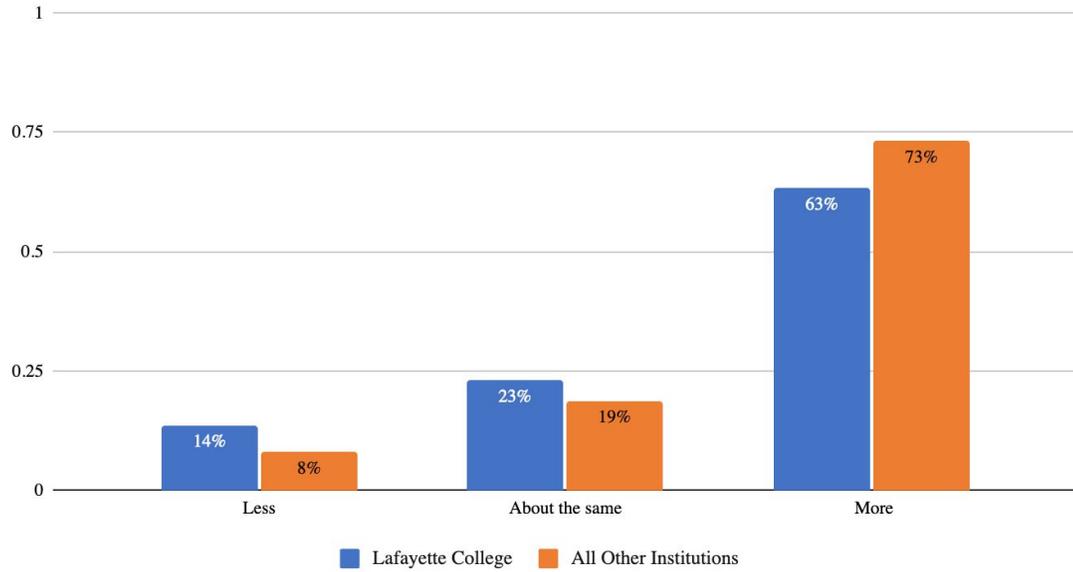
All Staff: How much stress are you feeling?



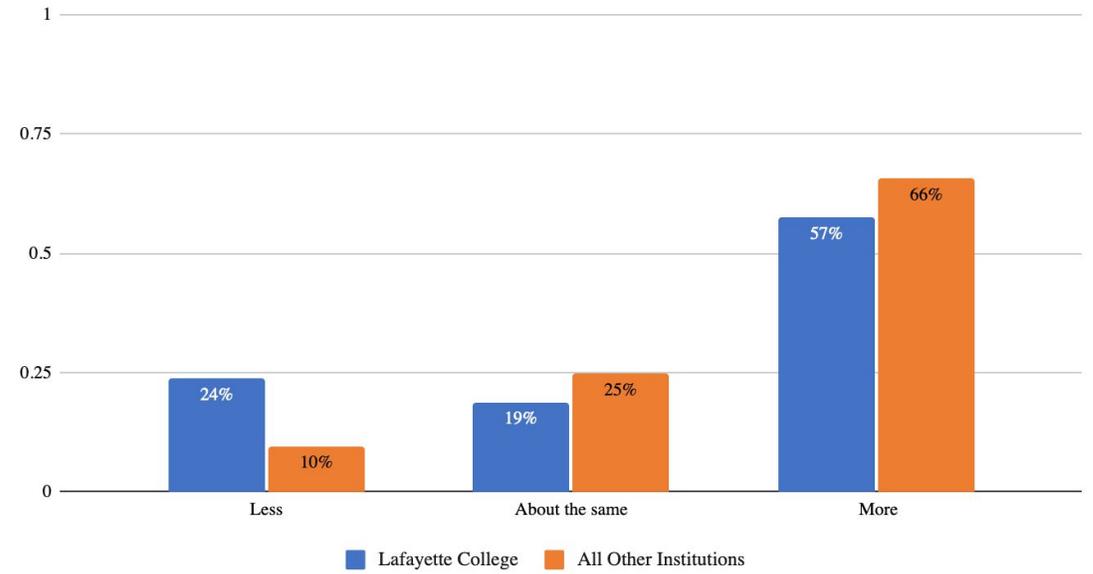
STRESS



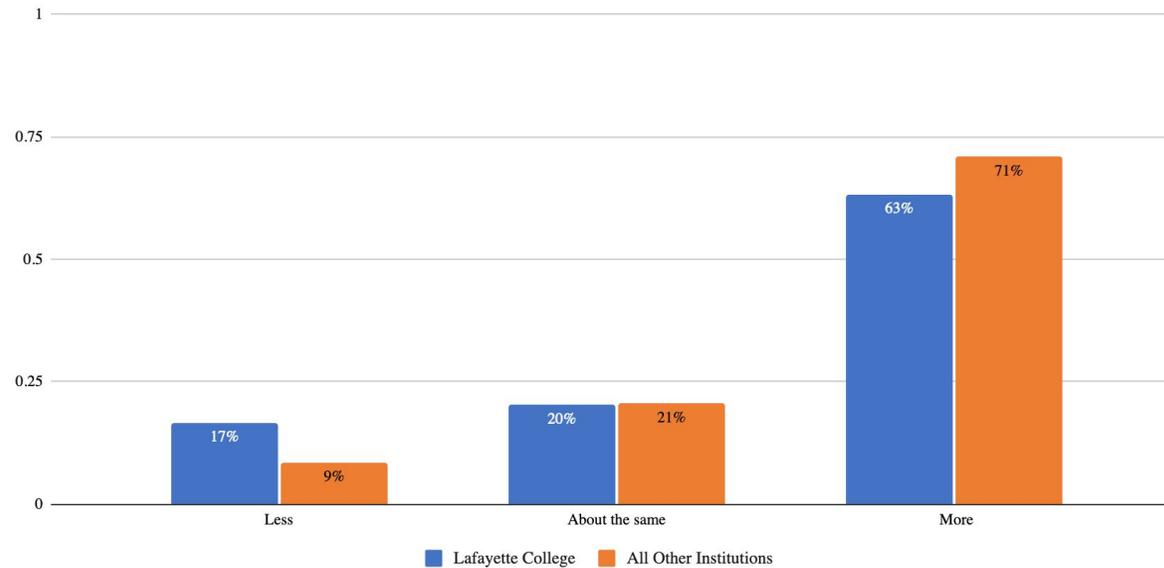
Women on Staff: Compared to prior terms, how fatigued are you?



Men on Staff: Compared to prior terms, how fatigued are you?



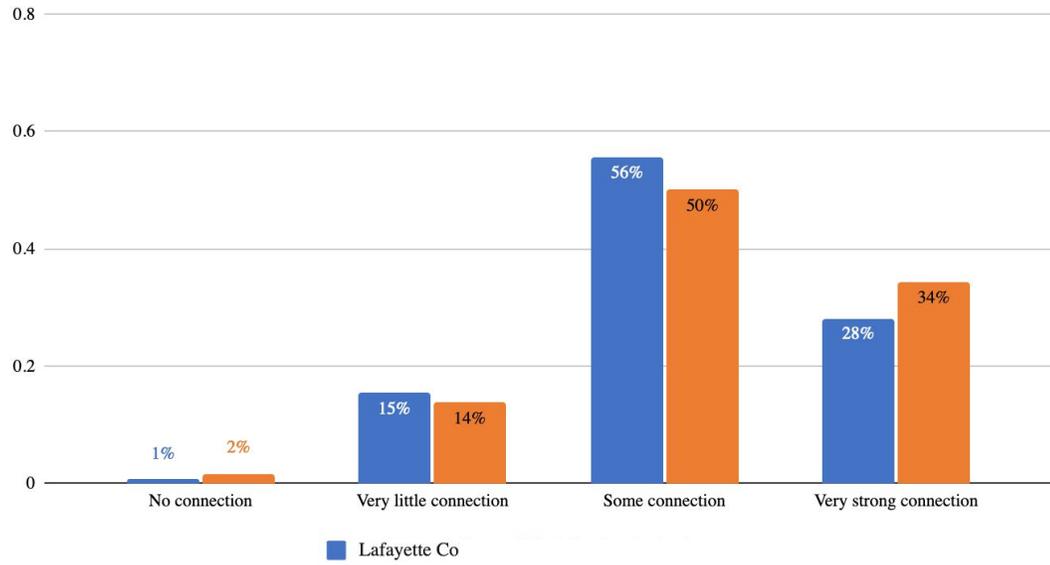
All Staff: Compared to prior terms, how fatigued are you?



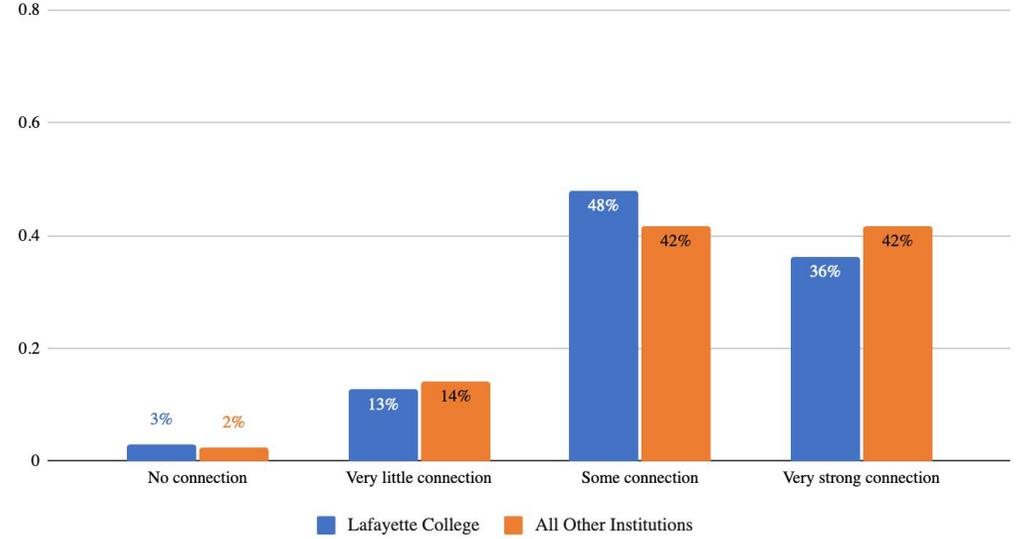
FATIGUE



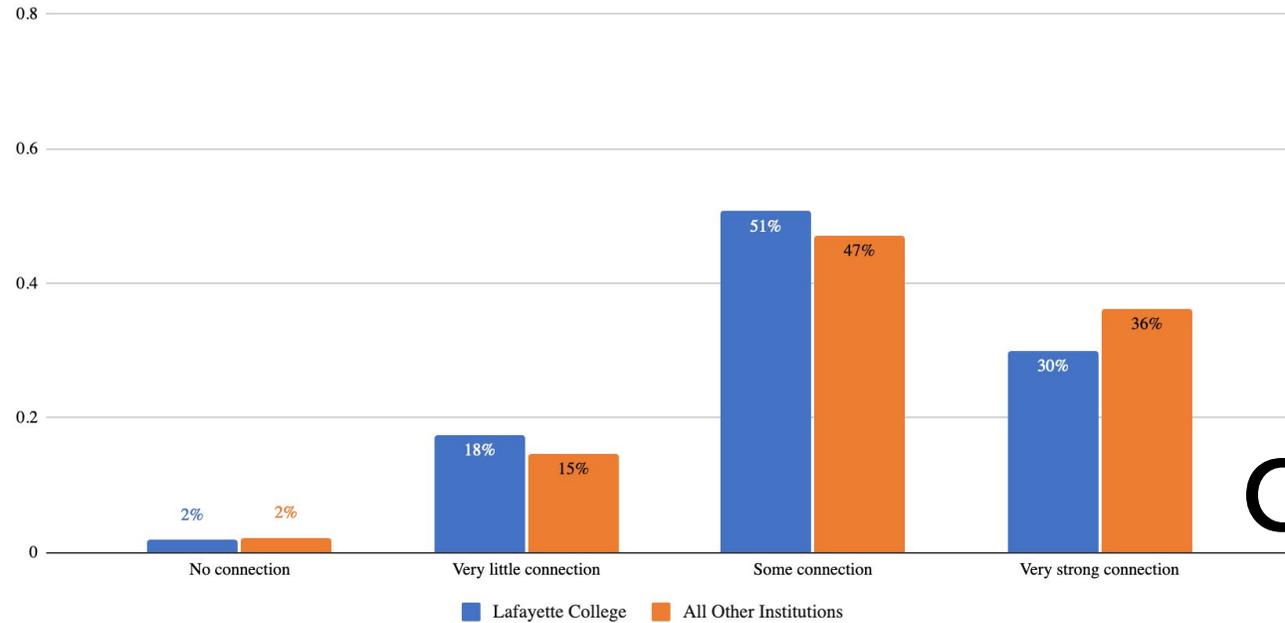
Women on Staff: Sense of Connection to Institution's Community



Men on Staff: Sense of Connection to Institution's Community

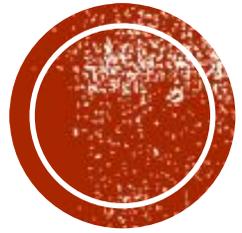


All Staff: Sense of Connection to Institution's Community



COMMUNITY





OPEN ENDED RESPONSES

OPEN-ENDED RESPONSES @ COVID-19 RELATED

Numerous requests of where the policy and communication information are housed

- <https://covid19.lafayette.edu/covid-19-dashboard/>
 - <https://covid19.lafayette.edu/faq-working-at-lafayette-fall-2002/>
 - <https://covid19.lafayette.edu/wp-content/uploads/sites/415/2020/10/Returning-to-the-Workplace-1.pdf>
-
- Questions on how an employee decides to work at home and who makes those decisions
 - Questions about the policy regarding cleaning, disinfecting, and sharing PPE
 - Concerns about employees being pressured to be on campus when their job can be done 100% off campus
 - Concerns about unequal workloads due to COVID-19, social distancing, working on campus and at home
 - Inequity between employees not having enough to do due to COVID-19 and others having too much for the same reason
 - Inequity with supervisor and staff having to be on campus



OPEN ENDED RESPONSES @ INSTITUTIONALLY

Reinstatement of benefits Hiring/job security

- Transparency regarding job security
- Resume hiring
- Consider reducing subcontracting

Work balance

- Balance of work responsibilities at home versus on campus among staff - being unfair, unequal lead to frustrations
- Equity pay for work done to promote value of employees
- Leaders tell us to take care of ourselves, but expectations and pressures are greater than ever (work day extends beyond traditional 9-5 and often weekends too)
- Not enough built-in breaks or time protected for lunch
- Consider something like a "time off" a few times during the semester
- Career enrichment - professional development

Morale boosting/enrichment

- Have a celebration (of sorts) for spring return
- Additional morale-boosting activities other than Zoom calls
- HR-when College offers "small gestures of thanks for our hard work throughout the semester," those gestures should apply to everyone

Consider enhancing or add supervisor training

- Supervisor support/lack thereof/disconnect between senior leadership and staff

Policy

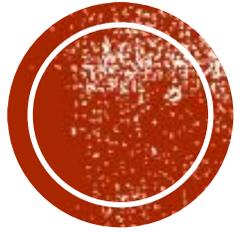
- Develop and promote flexible policies



OPEN-ENDED RESPONSES @ ADMINISTRATIVE

- Shared governance on campus - faculty and staff
- Work on the real perception that faculty (even students) are more important than staff and not regarded as partners
 - What is reality vs. perception? Students, faculty, staff (exempt, non-exempt, union), and contracted employees
- Continued focus of Administrative Council to partner with faculty groups, cabinet, the President's Office, the Provost's Office
- Continue to advocate for the most pressing staff issues
- Additional transparency of work of Admin Council
 - Consistent and timely sharing of communications to each of division leaders and constituents
 - Posting of meeting notes and other relevant information on our site and distributed elsewhere
- Distribution and delivery of information - VPs to supervisors to staff





ACTION ITEMS

ACTION ITEMS

COVID 19 - Share with Institutional Planning Committee

- Weekly testing for all on campus (complete)
- Enforcing mask wearing and social distancing (new reporting requirements)
- Provide better fitting, higher quality masks, and enhanced PPE (where necessary)
- Notify the campus or at least those who work in the buildings of isolation locations so employees are aware before they enter the building
- Provide clearer directions for remote procedures
- Help quiet the 'fear' about the virus where possible
- Provide up to date guidelines and information



ACTION ITEMS

Campus Wide

- Announce meetings as early as possible
- Remind staff that all messaging is through **Lafayette Today** instead of separate mass emails
- Institute division/department meetings for those on the academic side who lack them
- Encourage senior administrators to share news from Cabinet with members of their division
- Ask for feedback from the employees who are doing the work and who are better suited to offer suggestions on planning and logistics
- Encourage adherence to working hours and taking time off (vacation, holidays, weekends)



ACTION ITEMS

Administrative Council

- Promote awareness and widespread use of campus wide channels/communications such as Slack and OurCampus
- Hold meetings for discussion and meetings with fun activities to maintain and build community
- Hold group meetings with smaller groups/sub-units to gather unique concerns
- Bring in new and relevant meeting topics
- Resurrect the subcommittee for professional development and continuing education

Human Resources

- Develop college policy for remote working and update existing staff handbook
 - Encourage AC rep participation in policy development



VIRTUAL SUPPORT

Employee wellness and emotional support throughout the website

<https://hr.lafayette.edu/wellness/>

<https://hr.lafayette.edu/caregiving-support-and-well-being-resources>

<https://hr.lafayette.edu/benefits/employee-assistance-program>

https://hr.lafayette.edu/wp-content/uploads/sites/24/2020/11/EAP-and-Work-Life-Services-Overview_IBH_2020_6-sessions.pdf

<https://hr.lafayette.edu/employment/managers-employment-guide/>

<https://covid19.lafayette.edu/resources/>



